

# 1997-99 Performance Progress Report

## For Quarter Ending June 1999

Agency 140

### Department of Revenue

#### Mission

Our mission is to fairly and efficiently collect revenues and administer programs to fund public services, advocate sound tax policy, and continuously improve the quality of our services.

**Strategy** Make conducting business as simple as possible for our customers and employees.

**Performance Measure** Reduce the percentage of delinquent monthly tax returns.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	11%	11%	11%	11%	11%	11%	11%	11%
Actual	10.7%	10.7%	10.4%	9.3%	10%	10%	10%	9.3%
Date Measured	9/30/97	12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/30/99	6/30/99

**Performance Measure** Reduce the error rate on monthly tax returns.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	11%	11%	11%	11%	11%	11%	11%	11%
Actual	15%	13.3%	14%	14.7%	15%	13.7%	12%	16%
Date Measured	9/30/97	12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/30/99	6/30/99

**Performance Measure** Improve the voluntary compliance rate for tax reporting and payment.

\* The Department strives to improve the voluntary compliance rate which is tracked through a research study. The next study is to be conducted in 2001.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								
Actual		97.2%						
Date Measured								

**Quarter 8 Comment** No Data Available

**Strategy** Develop, recruit, and value a high quality, and culturally diverse workforce.

**Performance Measure** Percentage of employees satisfied with their employment at the Department of Revenue.

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\* The percentage of employees satisfied with their employment at the Department of Revenue is tracked through the Employee Satisfaction Survey. The next survey will be conducted in Fiscal Year 2000.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								
Actual		83%						
Date Measured		12/30/97						

**Quarter 2 Comment** This is the 1997 Employee Satisfaction Survey result.

**Quarter 8 Comment** No Data Available

**Strategy** Continue to seek efficiencies in agency programs helping to ensure every dollar is spent wisely.

**Performance Measure** Clear 95% of active tax appeals within one year of receipt.

\* Data for this performance measure will be available starting in Quarter 5. Results are lower than expected, as the Department has concentrated on cases more than one year old.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate					95%	95%	95%	95%
Actual					62%	51%	53%	83%
Date Measured						12/31/98	3/30/99	6/30/99

**Performance Measure** Minimize the department's cost for collecting revenue (Stated in cents per \$100 of revenue collected)

\* This figure is compiled annually. Actual results for Fiscal Year 1998 came in later than the estimates. Both the estimate and actual figures belong in Fiscal Year 1998.

Efficiency	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				\$0.758				\$0.735
Actual						\$0.74		
Date Measured								

**Quarter 4 Comment** The FY 98 actual number will be available in the quarter 6.

**Quarter 8 Comment** The FY 99 actual number will be available in the following biennium.

**Strategy** Promote fairness, consistency, and uniformity in the development and application of tax law and policy.

**Performance Measure** Annually review 25% of agency Washington Administrative Code (WAC) Rules, Excise Tax Bulletins, and Revenue Policy Memorandum (RPM).

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Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	7.0%	13.9%	19.2%	25%	7.0%	13.9%	19.2%	25%
Actual	15.2%	15.2%	18.5%	28.2%	8%	8%	16%	38.8%
Date Measured	9/30/97	12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/30/99	6/30/99

**Strategy** Build and strengthen relationships with our customers.

**Performance Measure** Answer 60% of incoming calls, to the centralized Information Center, within two minutes.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	60%	60%	60%	60%	60%	60%	60%	60%
Actual	73.7%	87.7%	60%	73.3%	75.7%	81%	76%	80.7%
Date Measured	9/30/97	12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/30/99	6/30/99

**Performance Measure** From the taxpayer satisfaction survey, percentage of respondents rating the quality of service received from the Department of Revenue as the same or better than in previous years.

\* No results to report- the satisfaction rate was not obtained through the survey this time.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				72.3%				
Actual								
Date Measured								

**Quarter 4 Comment** The satisfaction rate is determined through a taxpayer survey.

**Quarter 8 Comment** No Data Available